



PACIFIC LUTHERAN UNIVERSITY
Residential Life
University Center 161, ext.7200, rlif@plu.edu

CANCELLATION FEE EXPLANATION

The following document provides background and rationale for maintaining the South Hall and Traditional Hall Cancellation Fee. The policy is stated in its entirety in the PLU Master Housing & Meal Agreement and supporting publications which are available on the Residential Life website (www.plu.edu/residentail-life/). All students are required to sign the Master Housing & Meal Agreement prior to applying for housing accommodations.

In 1998 PLU changed from a housing deposit process to a contract cancellation fee process. The end result is the same in either system – students who break their contract after a certain point receive a penalty. The primary difference is that all students were affected in the former process – by having to make a deposit up front, and only those students actually breaking their contract are affected in the latter process.

PLU is rather flexible in regard to duration of housing contract. Many of our competitor schools require an academic year contract. Additionally, most of the local off-campus housing options for students require a 9 or 12 month lease. While all PLU on campus students do sign an academic year agreement, there is a schedule built into the agreement whereby students are able to be released from these assignments with no additional cost to themselves. We offer this as a service to our students despite the administrative difficulty presented to Residential Life by such cancellations.

All cancellations require a certain amount of administrative work on the part of Residential Life staff members as well as inconvenience to residents. When these cancellations occur early in the process, the work and inconvenience is minimal. Our housing processes are designed to encourage and accommodate cancellations made in a timely fashion. The ability to know and respond to the majority of openings at once helps staff and residents alike. Cancellations that occur after completion of the initial housing process result in additional staff work and frustration for residents. The later the cancellation is, the more likely it will result in perceived inequities in housing assignments.

On rare occasions, Residential Life has waived this cancellation penalty. Only extenuating circumstances are considered and reviewed on a case by case basis.

When the late cancellation is a factor of a PLU process or decision, the cancellation penalty is typically waived. Examples of this include, but are not limited to:

- a student who receives notification of acceptance into a study abroad opportunity after the initial deadline, provided the student then contacts Residential Life in a timely manner.
- a student who is no longer eligible to attend PLU.

When the late cancellation is the result of a decision made by the student, the cancellation penalty is typically not waived. Examples of this include, but are not limited to:

- a student who is hoping to live off-campus, but does not want to cancel on-campus housing until a place is secured.
- a student who is hoping to transfer to another school, but is not accepted until after the deadline has passed.

Residential Life encourages students to contact the office in advance if a student anticipates a conflict with the published cancellation fee schedule.

PROCESS FOR APPLYING FOR AN EXCEPTION

We recognize and believe that each student is a unique individual with a unique set of circumstances. While that is taken into consideration as this policy is implemented, the overarching principles are contractual responsibility and equitable treatment for all our residents. If, after reading this document, you feel that your situation merits a waiver of the cancellation penalty please your request and rationale in writing to the Office of Residential Life.

- 1) Submit a letter or e-mail Rebecca Rumpza (rumpzari@plu.edu) detailing your circumstances.
- 2) Rebecca Rumpza will reply to your request within three weeks of its receipt as to whether your request merits an exemption to the cancellation fee.